

THE IPN DISPATCH

IPN Monthly Dispatcher Update

JULY 2016

Chapter Stats

Here are the stats for the busiest chapters in May 2016. It is important to note that these numbers are based on quality as well as quantity. We compile these figures after the QA team does their thing. Bad pages are always omitted from these numbers. The system prides itself on quality. Its not about who can send the most pages. It is about who can send the most **QUALITY** pages.

For May we see New York and California battling it out for placement in the top three. Its been a long time since California wasn't in the top two. You guys are going to have to step it up to avoid being overtaken by the New York team. You only had 31 incidents more than NY for the month. That's just one page per day. This could get interesting... Who are you rooting for?

Honorable mention for May goes out to the state of Nebraska. Those who monitor this state saw our dispatchers post three times the average number of pages for the month. Awesome job?! Nebraska based dispatchers who contributed to this effort have received **BONUS** points as a token of our appreciation. Keep up the great work!!

FEB	MAR	APR	MAY
FLORIDA	FLORIDA	CALIFORNIA	FLORIDA
CALIFORNIA	CALIFORNIA	FLORIDA	CALIFORNIA
NEW YORK	NEW YORK	NEW YORK	NEW YORK
MAS	TEXAS	MAS	MAS
TEXAS	MAS	TEXAS	ILLINOIS
NEW JERSEY	ILLINOIS	NEW JERSEY	TEXAS
PENNSYLVANIA	ARIZONA	OHIO	NEW JERSEY
OHIO	OHIO	ILLINOIS	PENNSYLVANIA
CONNECTICUT	PENNSYLVANIA	CONNECTICUT	OHIO
ILLINOIS	MARYLAND	PENNSYLVANIA	CONNECTICUT

Did You Read It?

Were you paying attention? We would love to know if you read last month's newsletter. Your feedback is important to us!

Do you remember which dispatcher handles Line of Duty Death pages? Contact support@incidentpage.net with that members' ID. The first five dispatchers to correctly identify this dispatcher will receive 50 reward points. Please use the subject "Newsletter Feedback".

IPN Dispatcher of the Month

We are pleased to announce that **FLA207** has been named DOTM!

He is a premium dispatcher with damage alert capabilities and has been with IPN since February 2010.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

Kudos to ALL of our dispatch team.

In This Issue

- Spotlight On:
First Alarms
- Frequency Field
- eDispatches
- PulsePoint Milwaukee
- Feed Review
San Diego, Part 2
- Dispatcher Photos
- Clear Text
- Ask QA, EMS Humor & Trivia

Spotlight On: 1st Alarms

Because we have a lot of new dispatchers and a handful of "Seasoned Dispatchers" who are still having difficulty with the concept, we are going to re-address the requirements of the 1 Alarm Fire category.

This group is not intended to be used every time units have a smoke condition, light smoke or a little bit of smoke showing. It is only used when there is a confirmed working fire. In any of the situations mentioned there is a high probability that the incident is going to be minor. Do not get excited. Do not send an alert. Wait until you actually hear the incident commander declare a working fire.

Obviously there are a lot of variables involved because we monitor such a large area. Some places consider W/F an upgrade over the 1 Alarm Fire response. In many of those areas we differentiate between these alarm statuses. On the other side of the coin, some agencies do not even use the term "Working Fire". It is imperative that you understand how the agencies work in the area(s) that you monitor. The bottom line is that we do not send small fires over the 1 Alarm group. Smaller fires involving or inside of structures are paged to Smoke Damage and in certain locations Traffic Advisory. They should never be sent to 1 Alarm Fire unless you are certain that all resources are working. Not staged. Actually working.

Another disturbing trend we are seeing is that dispatch centers are transmitting a working fire based on call volume or the info that the reporting party gives on the phone. This completely goes against the IPN guidelines. We don't care what the agency is tweeting, tooting or transmitting over social media. If the units are not on scene and working you must wait for the report from the incident commander. The Fire Department incident commander is the only person who can confirm a 1 Alarm Fire / Working Fire.

Please don't jump the gun. Other members are always listening. Tech Support doesn't like to send reminders on what is a very simple and basic policy.



SCA| Belton, SC (Anderson County)| 1 Alarm Fire|
22 Stevenson Dr| Single family dwelling working fire.
Multiple departments responding| SCA037

Photo by Stephen Collopy

Frequency Field

The discussion continues with the IPN Board of Directors on whether or not to abolish the frequency field. This info was useful when the company started but it seems less important now that so many agencies can be monitored using on line feeds. The fact that many dispatchers have simply stopped entering the frequencies altogether reinforces the notion that this info just isn't as important as it was back in the year 2000.

Many of the dispatchers who do use this field use it improperly on a regular basis. The most common mistake is to simply type the agency name in this box. Since the page requires a city to be sent and you are mostly likely entering the ID of the unit or agency making the report... Do you really need to enter the agency name a third time? The second common mistake is to enter the frequency name in ALL CAPITAL LETTERS. If the rest of your page is lower case WHY ARE YOU YELLING THE FREQUENCY INFO? There is no need to do this and it looks sloppy.

What should be entered in the frequency field then? In most cases, the best entry here is the numeric that a person can enter to hear the incident. This is along the lines of 33.70, 483.4625 & 154.190 – Entering “800 Trunk” is a waste of time and energy. It doesn't help anyone. You can also enter the channel number if the agency has multiple frequencies. Example of this would be CFD Ch 16, Bapern 3, Fireground 6 and Tac 9. The frequency should always be the primary channel for the incident. If the call is in one town then you shouldn't be entering the freq of the neighboring town.

eDispatches



You walk into the room and you hear the scanner talking about a landing zone for a car accident. It's not a drill and it sounds pretty bad. You want to get word out to the other members of IPN but you don't have an address. The Broadcastify app isn't going to post archived audio for another 20 minutes. Obviously we can not send the page without a location. Darn it. What do you do?

Have you heard of eDispatches? Its one of the newer technologies that allows fire department members to receive incidents on their cell phones. Not everyone subscribes but there are a lot of agencies that do. In addition to the cell notifications, the company also posts all of the calls they have transmitted on line. The list can be broken down in to states. Its a pretty impressive tool that you may want to bookmark. It doesn't give on scene confirmation but it does give you the address in case you missed it. Here is the direct link to that - <http://www.edispatches.com/features/dispatch-to-cell-phone/call-log/>

Thank you to WSC082 for bringing this site to our attention. Strong work!

** Editors note: While researching this site, one of our admins clicked on a recently posted call in a small town in Georgia. The initial dispatch sounded good so he pulled up the feed. It ended up being an MCI accident and he paged it out in Real Time to the system. Very impressive!

PulsePoint

-Milwaukee County (by Andrew Jensen)

June of 2016 brought the launch of PulsePoint to Milwaukee County in Southeast Wisconsin. The Fire Departments of Greenfield, West Allis, and North Shore Fire Rescue are part of the initial launch covering seven communities in Milwaukee County. The cities of Milwaukee, Wauwatosa, Oak Creek and St. Francis have expressed interest in being PulsePoint connected with a long term goal of a countywide coverage. In conjunction with PulsePoint, numerous live radio feeds can be found thru the app or on the Milwaukee County Fire Feed on Broadcastify.

Currently the County of Milwaukee has an estimated population of 950,000, with 14 Fire Departments, covering 1190 square miles, 19 communities and Mitchel International Airport. All departments in the county are part of MABAS (Mutual Aid Box Alarm System) which is a multi-state mutual aid system. Advanced life support and Basic life support EMS are provided by the local departments and in some cases supplemented with mutual aid or private agencies.

Feed Review

-Part 2 of 4: Monte Vista

As discussed last month, this 4-part feed review covers the following dispatch centers: Metro (City of San Diego), North Comm, Monte Vista (Cal Fire & USFS), and Heartland. This month we will focus on Monte Vista as brush fire season has already reared its ugly head.

Monte Vista is a joint dispatch center for the San Diego Unit of Cal Fire and the Cleveland National Forest for the USFS. They often respond together and provide mutual aid to their surrounding areas, along with the new County Fire Authority. Cal Fire covers many smaller cities and unincorporated areas in the rural parts of San Diego county. Based on the terrain, wide coverage area, and fluidity of bringing in units from all over the state, Monte Vista remains on VHF frequencies. Initial dispatch is often easy to catch because it is repeated several times on different frequencies.

This feed is also hosted by IPN's San Diego Admin office, situated conveniently enough to get good coverage from most of San Diego County. The scanner is a BCD996T and runs through a small Dell FX170 Thin client.

Find the feed here: <http://www.broadcastify.com/listen/feed/9733>



Photo by:
Kyle Cascadden

LAX | Los Angeles, CA | Major Accident | LAFD 12, LAPD 22 | Bundy Dr JNO National Blvd | EMS9 o/s physical rescue collision, vehicle vs parked trailer. 1 patient trapped | LAX079



Photo by: Brad Rosinski

SFO| Burlingame, CA (San Mateo County)| SWAT/ERT| 1800 Trousdale Dr| SO ERT o/s entering ground floor of building. Multiple agencies o/s. roadway shut down. EMS standby.| SFO031|

Ask QA

-Looking for a body

SAN| Oceanside, CA (San Diego County)| Trauma Alert| OPD| Broadway & Eaton St| Pedestrian vs train, victim not yet located.

This alert caught the attention of our QA staff and prompted a spirited discussion. According to the backstory, the train operator knew a pedestrian had been struck (blood was even found on the train) but the victim was not found. A search was made, of course, to the surrounding area and under the train. It was a well-involved incident but is it pageable without a victim?

The final decision is that it is best to hold off until a victim is located and the IPN dispatcher can then chose an appropriate alert type (trauma vs tech rescue).

Do you have a question for our QA staff? Send it to support@incidentpage.net

Clear Text.....again



One of the biggest concerns with our notifications is that we keep every notification simple and easy to read. An example we often use is "If your mother was reading this message would she know what it means?". In most cases, Mom is not a big scanner radio follower and she isn't going to know a 10-2 from a Signal 99. With that said we continue to drive home the point that clear text, not codes, must be used on every notification that you send.

Another bad habit that we see is the use of multiplication in your narratives. Math? On an incident notification. Well... sort of. We are Talking about the "2 X 2.5 Story Fully Involved" and "Injs x 6". The support team scratches their heads and asks "Why?". Truth be told, "Two 2.5 Story Fully Involved" and "Six Injs" uses the same number of characters. Its easy for Mom and everyone else to understand. Why on earth would you want to use 2X or X6. Its sloppy. Each of us should make a conscious effort to be professional and spell out our details rather than cutting corners with advanced algebra. That's what separates IPN from the tweeters and the facebookers - Our cumulative effort to be the best. .



Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:
newsletter@incidentpage.net

General Support:
support@incidentpage.net

Dispatcher Admin Office:
1900 Weld Blvd, Suite 105
El Cajon, CA 92020

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EMS Trivia

- Emergency!

Did you know?

In preparation for their roles, Randolph Mantooth and Kevin Tighe attended parts of actual paramedic training.

And.....Mike Stoker, who drove the engine, wasn't so much an actor qualified to drive a fire engine, as a firefighter with both an "engineer" rating and a Screen Actors Guild Card!